T1 Restoration and Provisioning Services Priority

Section V (d)

1)   Objective

To provide priority restoration of T1 circuits for the Project Hoosier SAFE-T network.

2)   Background

Project Hoosier SAFE-T is participating in a federal program, under the auspices of the National Communications System, known as the "Telecommunications Service Priority System". This program enables federal, state and local government entities to qualify certain telecommunications circuits for the highest levels of response and restoration of service by telecommunications service providers. The "TSP Program" provides service vendors with a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to national security and emergency preparedness (NS/EP). A telecommunications service with a "TSP" assignment is assured of receiving full attention by the service vendor before a non-TSP service.

Service vendors are authorized and required to restore TSP services before services without TSP priority assignments. Service vendors must have a 24-hour POC (Point of Contact) to receive reports of TSP service outages. (Service users are expected to report TSP service outages or failures to the service vendor's POC.) Service vendors will allocate available resources to restore TSP services as quickly as possible, including dispatching personnel outside normal business hours if necessary to restore those services assigned restoration priority levels of 1, 2, or 3. In contrast, service vendors are required to dispatch personnel outside normal business hours to restore TSP assignments with priorities 4 or 5 *only* when the next business day is more than 24 hours away.

TSP services will be restored in order of restoration priority levels, i.e., TSP services assigned a restoration priority level of 1 will be restored before the other priority levels. Service vendors will restore those TSP services assigned the same priority level based on their determination of which service can be restored first.

3)   Circuits/Authorization Code

For each IPSC T1 circuit provisioned, IPSC will submit a request to the National Communications System for a authorization code to establish a level of restoration of service.   If approved, the NCS will issue the authorization code wherein a designated level of priority for restoration of service is established. In order to receive this higher level of circuit repair, IPSC will provide AT&T with the authorization code each time a restoration of service request is made.

The TSP Authorization Code has two parts: (1) the TSP control identifier (ID), an alphanumeric identifier for tracking purposes, and (2) the TSP priority level that identifies the provisioning and/or restoration priority level assignment.

The *TSP Control ID* occupies positions 1 through 9 of the TSP Authorization Code. In Figure 1 below, the control ID is "TSP0A2M6C." The 10th position is always a hyphen, which simply separates the TSP Control ID from the TSP Priority Levels.

Note: The letters I, O, S, and Z are never used in the TSP Control ID.

The *TSP Priority Levels* occupy positions 11 and 12 of the TSP Authorization Code. In Figure 1, it is "03," which means there is no provisioning priority and that the restoration priority level is 3. Acceptable values for both restoration and provisioning include the following:

- For the *provisioning* priority field, E, 1, 2, 3, 4, 5, or 0 (zero) is acceptable. A zero indicates that no provisioning priority is assigned. IPSC has not requested provisioning TSP numbers as yet.

- For the *restoration* priority field, 1, 2, 3, 4, 5, or 0 (zero) is acceptable. A zero indicates that no restoration priority is assigned.
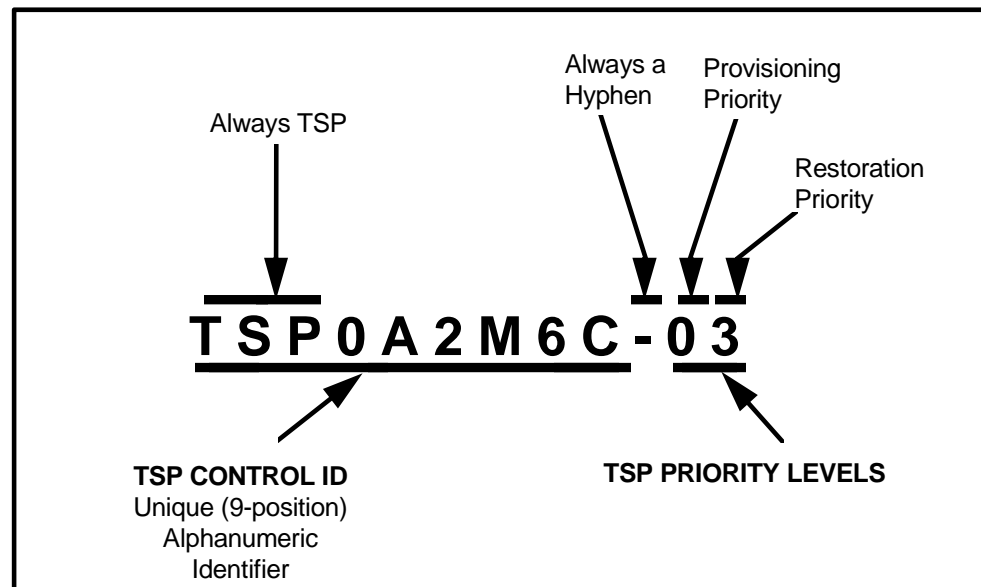
FIGURE 1

Procedure

a. T1 circuit orders will be processed as defined in the IPSC Policy and Procedure, Section 2 Telecommunications Services, Sub-Section 2.1 "T1 Circuit Order/Implementation Process".

b. Upon notification of the assignment of a Circuit ID by AT&T, IPSC will initiate a request for a TSP Authorization Code through the WEB based Priority Telecommunications System application.   When approved, each circuit will be assigned the TSP Code described above. The WEB application will notify the IPSC System Administrator when Authorization Cod documents have been generated. The System Administrator will retrieve the .txt Details document from the system.

c. The IPSC Circuit database will be updated by the IPSC System Administrator to include the TSP Code.

d. When a T1 circuit outage is reported, the System Administrator will initiate a service call to AT&T through the normal process. The TSP Code shall be provided to AT&T at that time.

e. IPSC will monitor the circuit repair process to insure prompt response on the part of AT&T and those local exchange services providers under contract to AT&T. Should circuit repair delays be encountered, IPSC will escalate through Intelenet/AT&T as necessary.